ABSTRACT OF THE DISCLOSURE

A network system with which a user can easily cope with various problems of a device and a maintenance service side can manage a device efficiently is

5   provided. A user side transmits information that is a quantified version of a sensory problem, which a user feels when the user uses a device (printer), to the maintenance service side. The maintenance service side returns information for coping with the problem, which

10   is based on the quantified information transmitted from the user side, to the user side. The user side performs operations and processing based on the information for coping with the problem received from the maintenance service side, and solves the problem of

15   the device.